The Wyoming Department of Health: Who We Are

This statement is intended to share with all employees the expectations and ideals embraced by the Wyoming Department of Health (WDH). A clear understanding of our philosophy enhances and improves the work we do for Wyoming's citizens by promoting a culture centered on service, fiscal accountability, and concern for healthcare issues. This culture helps us think carefully about our decisions, how they affect those we serve, and how we can improve the care we deliver.

Values and Integrity

Certain values are core to the integrity of an organization. For WDH to be successful, all employees should understand and accept these values. Our "core" WDH values are: integrity in all relationships, fairness, confidentiality, professionalism, and an aversion to discrimination. We value a healthy work ethic and an attitude that refuses to tolerate mediocrity. We hold longevity and high performance in high regard. We offer our employees career paths within WDH to reward and encourage those who wish to grow with us.

Commitment

We are loyal to our culture, our values, our residents, and to each other. We know and understand the mis-

sion and primary goals of WDH, and are actively engaged in achieving these goals. Truly committed and satisfied employees demonstrate belief in WDH objectives, and prove it through the quality and quantity of the work we do.

Teamwork

WDH is a high-performance agency because of our combined successes and support for each other. Made up of many teams, WDH works toward fiscal and programmatic efficiency. Effective teams can accomplish more than an individual working alone, so we focus on teamwork to become suc-

cessful. No single individual stands above our team. Individual contributions within the team framework make all of us successful Together, we can achieve unprecedented accomplishments to benefit each other and those we serve.

Pride

Acceptance in our culture brings a high level of pride and excitement about WDH. We believe our energy makes us unique and special; it is a major factor in our positive culture. We are proud to communicate that we are part of the WDH team. We believe ourselves to be winners, difference makers, and highly valued assets of a special team.

Acceptance of Change

The Wyoming Department of Health embraces a positive attitude when dealing with change. We believe that change gives us opportunities to review, renew, and to improve processes; and to find better ways to get the job done. Creativity is encouraged and embraced. We take the initiative to find ways to help others accept and appreciate change in positive ways. We are agents of change.

Outstanding Customer Service

Success within our culture stems from a strong, positive customer service attitude. We take the initiative to understand what WDH means by "outstanding customer service" and demonstrate that we have the right customer service attitude and skills to make each of us customer service leaders within WDH. Outstanding customer service comes from true "relationship building." A positive relationship, built on trust, generates opportunities to determine what our residents need in the way of services, and it is then our responsibility to meet those needs. Relationships built on trust and taking care of others' needs will be more meaningful, longer lasting, and enhance future opportunities to build many more positive relationships.

Open and Honest Communication

Communication is open and honest in strong and healthy cultures. Few things are more important than respectful and responsive internal communication. Employees are encouraged to be actively curious about everything that affects their job and workplace, to take calculated risks, and to view mistakes as opportunities to learn and grow. Those who promote the flow of open

communication will thrive within our culture.

Conflict Resolution

Our culture is committed to promoting a "win-win" method of conflict resolution. Whether dealing with residents or fellow employees, we have the responsibility to: a) identify the conflict; b) attempt to provide a positive solution to the conflict; and c) make sure that all parties are given something that will help them accept and appreciate the solution, and help them feel better about themselves and those who they were in conflict with. We are always mindful to respect our WDH chain of command.

Commit to your health.

Wyoming Department

of Health

Celebrations to Support Values

Celebrations support our values, our successes, and each other. Celebrations recognize our individual and team efforts and joys. Cultural leadership is exemplified by an individual who delivers outstanding service or treats a fellow employee in a special way. Extraordinary action taken by a team should be celebrated. Celebrations solidify and demonstrate the importance of recognition, in each other and ourselves.

Concern for People

Outstanding organizations are the most caring. Through our actions we demonstrate that our employees are truly our most valuable asset. We all have different roles to play and we are equal members of a team. WDH regards everyone with equal respect. Each one of us is treated as if we are the single most valuable asset we have. A caring culture creates an environment of success and dedication, allowing us to build stronger relationships in our personal and professional lives, to be responsive to our changing world, and to deliver outstanding service to Wyoming's residents.